

Chief Executive's Report

總幹事報告

基督教家庭服務中心的使命是服務有需要人士，並致力促進家庭功能。本會透過 50 多個服務單位，為社會大眾提供多元優質服務，實踐機構使命。

各項服務在 2010 至 2011 年的進展情況，已詳列於本年報其他章節。總括來說，各項服務都發展順利。值得高興的是本會在年內投得多個服務項目，鞏固了現時的服務網絡，提升本會服務的能力。

隨著社會高齡化及區內有需要的長者增多，長者照顧是本會首要關心的服務。早在 2009 年，本會長者家居照顧服務與醫院管理局轄下不同單位及大學嘗試四個醫社合作計劃，研究如何加強支援有尿失禁、輕度抑鬱及輕度認知障礙的長者，而有關研究結果在去年 6 月份的「社區安居－多面協作伙伴關係研討會」上與業界分享。隨後得到香港公益金中銀香港暖心愛港計劃的資助，於 2010 年 10 月開辦了「智存記憶及認知訓練中心」，為患有輕度認知障礙的長者提供評估及訓練。為了配合這方面的工作，同工編寫了一本《未想您忘記－輕度認知障礙中西醫學治療方法》的書籍，介紹 30 多個簡單實用的訓練教材，指導家中護老者為患者提供訓練，以延緩退化速度。書本於 2011 年 6 月編訂完成，並於各大書店出售。除了家居照顧，去年投得的將軍澳「翠林長者日間護理中心」，亦順利於 2011 年 5 月初正式投入服務。

復康服務是本會重要服務之一。服務的核心理念是以能耐為本，發揮復康人士的優勢和加強抵抗逆境的耐力。去年，本會職業復康服務投得黃大仙醫院職員餐廳為期 3 年的經營合約，增加了學員的培訓機會；工場則積極提高產品質量，建立產品品牌，為開拓市場做好準備。此外，本會很高興投得觀塘區「嚴重殘疾人士家居照顧服務先導計劃」的營辦合約，為區內嚴重殘疾人士提供全面的家居照顧服務，減輕家人的壓力。

在醫療及健康服務方面，本會的服務方向是配合政府加強基層醫療服務。去年，本會投得合約，與醫院管理局及香港中文大學中醫學院合作營運「牛頭角中醫教研中心」，這項計劃結合協辦團體的不同強項，合力為居民提供高質素中醫服務，同時推動中醫的教研和發展。此外，亦積極籌備總部大樓新設中西醫療中心的工作。

在行政支援方面，中央支援部門申請了社會福利發展基金撥款 300 多萬，以開發人力資源及財務管理資訊系統；培訓組為不同層級的員工設計修讀的課程，並特別為管理層組織了領導培訓課程，研究發展員工策略；其間亦支持員工到海外交流學習。為鼓勵及實踐保護環境的工作，行政組定期發放環保訊息及推行各種回收計劃，同時參與大樓能源審核計劃，並成功申請環境及自然保育基金撥款，更換大樓的照明光管。

基督教家庭服務中心的願景，是成為一間追求卓越表現的優質服務機構。多年來，我們把持續改善列為首要工作，以鞏固優質服務文化。在 2010 至 2011 年，「優點」委員會繼續推動各項提升「顧客服務」及「流程改善」的措施；職員會則持續舉辦及鼓勵同事參與各種員工活動。各種各項的措施和活動，都為機構注入了活力，成為機構的資產，為服務持續發展作出了投資。

2010 至 2011 年，本會的服務發展成績理想。我們很感謝董事會一直以來的支持和指導。我慶幸我有一班盡責委身的同工，在資源緊絀的情況下，他們每一個人都為機構獻出最大的努力。展望未來，我們將繼續努力，為服務使用者提供優質服務。



郭烈東

總幹事 郭烈東先生 J.P.

The mission of Christian Family Service Centre is to serve people in need and to strive to support and enhance family functioning. We serve the community through providing quality services by over 50 service units.

The service progress for the year 2010-2011 was reported in details in the subsequent sections of this Annual Report. Overall speaking, the services continued to operate and progress smoothly. We are particularly excited that we have successfully bid several important projects, making our service network more comprehensive and our serving capacity strengthened.

With aging population, we have to face increasing demand for elderly service. Nevertheless, quality of elder care remained our utmost concern. Apart from maintaining service standards, we strived to improve our clinical care through collaboration with different partners. In 2009, our Home and Community Care services collaborated with Hospital Authority units and universities to pilot new standards of clinical care for elders suffering from urinary incontinence, mild depression and mild cognitive impairment. In June 2010, a seminar "Aging in Place – Multi-faceted Collaboration and Partnership" was jointly organized with the Hospital Authority to share the pilot experiences with the sector. Later in the year, we obtained funding from the Bank of China (HK)'s "Caring Hong Kong – A Heart Warming Campaign" to launch the "The Mind Lock" Service from October 2010 which focused to provide assessment and training for elders with mild cognitive impairment. As a collateral initiative, we edited a book for caregivers to include basic knowledge and exercises in taking care of their elders with mild cognitive impairment at home. The book was published in June 2011 and can be bought in book stores. Apart from home care, we also achieved a great deal in day care service through bidding successfully for our fifth Day Care Centre for the Elderly at Tsui Lam Estate in Tseung Kwan O District. The Centre started the service in May 2011.

Rehabilitation Service is one of the major services of CFSC. For many years, we adopt the strength based philosophy which focuses to develop service users' strength and advantages and at the same time to continuously build their resilience against frustration. In the year 2010-2011, the Integrated Vocational Rehabilitation obtained a three-year contract to operate the staff canteen in Wong Tai Sin Hospital with which we can have more training opportunities for our users. At the other end, the Workshop has tried hard to build their own product brands and to improve the production of the hand-made products, getting ready for expanding the market. In addition, we are happy to have been granted, through bidding, the SWD Pilot Scheme on Home Care Service for Persons with Severe Disabilities in Kwun Tong District which enables us to serve this group of users to improve the care at home while waiting for residential care, and help relieve the stress of their family carers.

For Medical and Health Services, our direction is in line with the Government's policy to strengthen the primary health care. In 2010-2011, we were granted by the Hospital Authority to operate the Chinese Medicine Centre for Training and Research in Ngau Tau Kok area. The project is operated under a tripartite model among the HA, the School of Chinese Medicine of CUHK and CFSC with an aim to improve standards of Chinese medicine practice. On the other hand, we were vigorously preparing for the new integrated medical centre at the ground floor of the headquarters building targeted to be open in mid-year 2011.

To better support the service operation, we have not lost sight the importance of central support. Last year, we were approved by the SWD with a budget of \$3M from the Social Welfare Development Fund to develop two information systems for human resources management and financial management respectively. The Training Unit continued to coordinate different training programmes for staff from different families, and in particular, a leadership training module for senior managers in people development. We continued to support staff team to attend overseas conferences and studies. And among various initiatives to promote the awareness of environmental protection, we participated in an energy audit scheme and obtained funding from the Environment and Conservation Fund to replace 1,500 units of T8 fluorescent lamps by the more environmental friendly T5 fluorescent lamps.

Christian Family Service Centre has committed to a vision of becoming a quality organization in search of service excellence. In the past few years, quality improvement was always at the top of our priority list. The Continuous Quality Improvement Committee continued to organize agency-wide customer service and process improvement initiatives in 2010-2011. To promote better worklife, the Board has increased subsidy to staff activities and the Staff Association energetically organized various team building activities for staff members. All these initiatives were investment to make CFSC more energetic and more productive in moving the organization forward.

The year of 2010-2011 was another fruitful year for CFSC. This could never be possible without the collaborative effort of all CFSC people. I would like to express my gratitude particularly towards the Board of Directors for their support and guidance. I am also thankful to have a team of dutiful staff who give total dedication to their work amid the limitation of financial constraints. Looking forward, we will continue to work hard and smart to fulfill our promises of delivering quality service to the community.



Mr. Kwok Lit-tung, J.P.
Chief Executive